

## NHS Staff Survey results 2024

On 13 March 2025, NHS England (NHSE) published the annual [NHS staff survey results](#), drawing on responses from 774,828 staff (2% up from 2023). This encompasses staff from 263 NHS organisations, including all 210 trusts. Since 2021, the survey questions have been aligned with the [NHS People Promise](#).

The success metrics for a number of High Impact Actions (HIAs) in NHSE's Equality, Diversity and Inclusion (EDI) Improvement Plan are closely linked to the NHS Staff Survey. This is the second set of national staff survey results published since the EDI plan was launched in summer 2023 and it will be important for trusts and NHS organisations to track their local results against the EDI plan in the years that follow. Like [last year](#), we have indicated where an HIA is relevant throughout the briefing.

This briefing gives a summary of the national level findings, and NHS Providers' view. If you have any comments or questions on this briefing, please contact Laura Turner, Policy Officer (Workforce), [laura.turner@nhsproviders.org](mailto:laura.turner@nhsproviders.org).

### Key findings

- Staff satisfaction with pay remains low, with only 32.1% of staff reporting satisfaction with their pay. Pay satisfaction remains lowest among nursing and healthcare assistants (19.3%) and ambulance staff (25.7%).
- Only a third (34%) of staff think their organisation has enough staff for them to do their job properly, and 27% say they never or rarely experience unrealistic time pressures. Only 64.3% of staff reported being happy with the standard of care provided in 2024, compared to 74.3% in 2020.
- There have been some improvements across burnout markers and with several reaching five-year lows. Despite this, markers remain high with four in ten (42.2%) staff often or always feeling worn out at the end of their shift. Three in ten (30.2%) staff feeling burnt out because of their work; this measure increases to nearly four in ten (39%) for staff working in ambulance trusts.
- Instances of staff experiencing discrimination from patients, their families and the general public (9.3%) and managers/other colleagues (9.2%) at work are at their highest levels since 2020 and are

higher among ethnic minority staff compared to white staff. The gap in experiences of discrimination between ethnic minority and white staff from patients, their families and the general public has grown compared to last year.

- Ethnic minority staff remain more likely to experience harassment, bullying or abuse from patients, their families and the public (28.6%), compared to their white colleagues (23.5%). This is also the case regarding these behaviours from a manager or other colleagues. The gap in experiences of bullying, harassment or abuse between ethnic minority and white staff from patients, their families and the general public has grown compared to last year.
- There were improvements in reports of bullying, harassment and abuse, pressures to work when unwell and use of reasonable adjustments from disabled staff. However, the proportion of disabled staff reporting they feel valued for their work (36.3%) and their organisation acts fairly in regard to promotion (51.5%) both fell, and large gaps remain across indicators compared with non-disabled staff.
- Almost 9% of staff report experiencing unwanted behaviour of a sexual nature from patients, relatives and the public, while 3.7% of staff report experiences of the same behaviour from colleagues. Reports of these incidents is highest among ambulance staff.
- Staff confidence in speaking up about any concern has slightly decreased, and staff confidence in raising concerns about unsafe clinical practice has remained the same as 2023.
- Measures relating to flexible working are at a five-year high, with over half (57.7%) of staff report being satisfied with the opportunities available to them for flexible working. This measure is still lowest for staff at ambulance trusts, although satisfaction in this area for ambulance trusts has reached a five-year high.
- It is positive to see that results relating to immediate line managers remain positive overall, with 72.7% of staff reporting that their immediate manager values their work and 71.5% reporting that their immediate line manager takes a positive interest in their health and wellbeing (up from 70.1% in 2023).

## Burnout, health and wellbeing

### Workload and staffing pressures

Given the context of severe workforce pressures and ongoing efforts to tackle care backlogs, it is promising to see improvements across indicators on workload pressures. However, the survey results suggest progress has stalled in some areas, with 57.1% of staff reporting that their organisation takes positive action on health and wellbeing, a fall from the peak of 57.8% seen in 2023.

Urgent and emergency care sit-rep data covering the winter period (December-February) show us that staff work within an incredibly challenging context: over 90,000 patients arrived by ambulance daily to hospitals across England this winter (the equivalent of a full Wembley stadium each day). There were only two days this winter when hospital beds occupied by flu patients fell below 1,000, compared to 28 days last winter.

The survey also found that:

- Only 34% of staff think there are enough staff in their organisation for them to do their job properly. While still markedly low, this is up from 32.3% in 2023.
- 27% of staff say they never or rarely have unrealistic time pressures, a five-year high.
- 47.3% feel able to meet the conflicting demands on their time, a slight increase from 46.6% in 2023.
- 58.1% of staff said they have adequate materials, supplies and equipment to do their work. This is broadly in-line with 58.4% in 2023.
- 35% of staff report working additional paid hours, a fall from 36.8% in 2023. Working additional paid hours is almost twice as common among ambulance staff (67.6%) than the national average.
- There has also been a fall in staff reporting working additional unpaid hours (50.3% compared to 52.8% in 2023).
- Staff working in community trusts continue to report the highest levels of working additional unpaid hours (55.7%), but this has fallen from last year (58.7%).

## Physical and mental wellbeing

It is positive to see the continuing fall in the proportions of staff who have experienced harassment, bullying and abuse from patients/service users, relatives or the public (25.1%), managers (9.9%) or other colleagues (17.6%). It remains concerning that staff from ambulance trusts continue to be more likely to report experiencing harassment, bullying and abuse from their manager (12.2%), but encouraging to see that for the first time in five years more than half of ambulance staff have reported incidents. The national average for this indicator also increased to a five year high, with 54% of staff that experienced incidents of harassment, bullying or abuse in the past 12 months reporting these incidents.

There have been some improvements across burnout markers and with several reaching five-year lows. Despite this, markers remain high and it is worrying that only 56.6% of staff said they have a good work/life balance. Further results showed:

- 41.6% of staff have felt unwell due to work-related stress in the last 12 months, a five-year low.

- 55.8% of staff attended work despite not feeling well enough on at least one occasion in the past three months of the survey period, an increase from 2023 (54.9%).
- 35.5% of staff said their work often or always frustrates them (down from 36.2% in 2023), 29.3% do not have enough time for family and friends during leisure time (down from 29.8% in 2023), and 19% feel that every working hour is tiring (in line with 2023: 19.1%).
- 42.2% of staff often or always feel worn out at the end of their shift (down from 42.9% in 2023), 30.2% feel burnt out because of their work (in line with 2023: 30.5%), and 27.4% feel exhausted at the thought of another day/shift at work (in line with 2023: 27.8%).
- Staff working in ambulance trusts continue to report the highest levels of burnout (39%) and feelings of exhaustion at the thought of another day/shift at work (38.9%).
- 34.1% of staff find work emotionally exhausting (in line with 2023: 34.3%).
- 29.2% of staff experienced musculoskeletal (MSK) issues due to work in the last 12 months (compared to 28.8% in 2023).

This is the second year that a question was included about staff experience of access to food while working. 54.1% of staff said they eat nutritious and affordable food while working, a slight improvement from last year (53.7%). The proportion who can often or always eat well while they are working is lowest among staff working in ambulance trusts for the second year, with only four in ten (43%) reporting eating nutritious and affordable food while working. The provision of healthy food options for staff is an important way employers can support the health and wellbeing of their workforce.

#### NHSE EDI improvement plan

**High Impact Action 4** calls for trusts and NHS organisations to develop and implement and wellbeing improvement plan to address health inequalities within the workforce. One success metric for this is linked to improvements on NHS Staff Survey questions related to organisational action on health and wellbeing.

**High Impact Action 6** calls for trusts and NHS organisations to create an environment that eliminates bullying, discrimination, harassment and physical violence. Success metrics from the NHS Staff Survey are linked to improvements on questions on bullying, harassment and abuse from managers or other colleagues, as well as questions on discrimination from the same groups.

## Inequalities

We welcomed the publication of the NHS's first ever EDI Improvement Plan in June 2023. This year's Staff Survey shows that there has been slow but positive change over the last few years in relation to workplace inequality, although there is no doubt that there is still far to go.

Results show that:

- 55.9% of all staff report that their organisation acts fairly regarding promotions and career progression, compared to 56.4% in 2023.
  - Staff aged between 16-20 years are more likely to report their organisation acts fairly regarding promotion and progression (71.6%) than older staff (66+, 53.3%).
  - Staff identifying as 'Black/African/Caribbean/Black British – Caribbean' are the least likely to report their organisation acts fairly regarding promotion and progression (36.3% respectively). Staff from Gypsy or Irish Traveller communities also report low scores on this measure (37.1%).
- Instances of discrimination from patients, their families and the public for all staff have increased to 9.3% from 8.6% in 2023 and are higher than in 2020 (7.3%).
  - 28% of staff identifying as 'Black/African/Caribbean/Black British – African' and 24.1% of staff identifying as 'Asian/Asian British – Any other Asian background' reported discrimination from patients, their families and the public.
  - Staff preferring to self-describe their gender and identifying as 'Mixed/Multiple ethnic background – White and Black Caribbean' report the highest levels of discrimination from patients, their families and the public (46.5%).
- 9.2% of all staff report facing discrimination from a manager or colleague, this is a slight increase from 9.1% in 2023 and is higher than 2020 (8.4%).
  - This increases to 21.8% for staff from Gypsy or Irish Traveller communities and 19.7% for staff identifying as 'Any other Black/African/Caribbean background'.
- 70.7% of all staff think their organisation respects individual differences, very similar to 70.6% in 2023.
- 9.2% of internationally recruited staff reported experiencing bullying, harassment or abuse from a manager in the last 12 months, compared to 9.3% of staff recruited from the UK.
- 69% of internationally recruited staff reported feeling valued by their team, similar to staff recruited from the UK (70.4%).

The national Workforce Race and Disability Equality Standard (WRES and WDES) reports are expected to be published by NHS England imminently, although the Staff Survey results do include some WRES and WDES metrics on the experiences of ethnic minority and disabled staff.

## Ethnic minority staff

Recent data from the GMC shows that ethnic minority staff now make up a larger proportion of the UK medical workforce than white staff. This is partly due to increases in international recruitment, as well

as an increase in the number UK graduates from an ethnic minority. It is highly concerning to see that this year's Staff Survey results show that there has been an increase in experiences of harassment, bullying or abuse. Although there have been slight improvements in other questions relating to ethnic discrimination and inequality, a large gap remains compared to white colleagues.

Results from this year's staff survey show that:

- Ethnic minority staff remain more likely to experience harassment, bullying or abuse from patients, their families and the public (28.6%), compared to their white colleagues (23.5%). This represents a gap of 5.1 percentage points and this has widened compared to 2023 (3.6 percentage points).
- This is also the case regarding these behaviours from a manager, with 10.1% of ethnic minority staff reporting experience of bullying, abuse or harassment (10.8% in 2023), compared to 9% of their white colleagues (9.4% in 2023).
- 49.5% of ethnic minority staff agree that their organisation acts fairly regarding promotion and progression (48.9% in 2023), compared to 58.9% of their white colleagues (59.4% in 2023), however as above, there is considerable variation by ethnicity.
- 49.5% of ethnic minority staff agree that their organisation acts fairly regarding promotion and progression (48.9% in 2023), compared to 58.9% of their white colleagues (59.4% in 2023), however as above, there is considerable variation by ethnicity.
- 15.2% of ethnic minority staff report experiencing discrimination from a manager or colleague in the last 12 months, compared to 6.8% of their white colleagues. This represents a gap of 8.4 percentage points, which has marginally narrowed since 2023 when it was 8.7 percentage points.

## Disabled staff

- The number of disabled staff reporting experiences of harassment, bullying or abuse from a manager has reduced slightly to 14.1% (14.5% in 2023). Experiences of these behaviours reported by non-disabled staff have also decreased slightly to 7.8%, compared to 8.2% in 2023. However, a gap of 6.3 percentage points remains between the experience of disabled and non-disabled staff.
- Incidents of harassment, bullying or abuse by members of the public, their families and patients have decreased slightly to 29.5% compared to 30% in 2023.
- 25.4% of disabled staff report feeling pressure from a manager to come to work when unwell, down from 26.6% in 2023.
- This year's report shows disabled staff were slightly less likely to report that their organisation acts fairly with regard to promotion opportunities and career progression (51.5% compared to 52.1% in 2023).

- 75.1% of disabled staff report that their employer has made reasonable adjustments to help them do their job, a slight increase on 74.5% in 2023.
- 36.3% of disabled staff feel valued for their work compared to 47.4% of non-disabled staff, a gap of 11.1 percentage points.

#### NHSE EDI improvement plan

**High Impact Action 2** calls for trusts and NHS organisations to overhaul their recruitment processes and embed talent management processes that target under-presented groups. One success metric is linked to improvements on NHS Staff Survey questions related to access to career progression, training and development opportunities.

**High Impact Action 5** calls for trusts and NHS organisations to implement comprehensive induction, onboarding and development programmes for internationally recruited staff. The success metrics linked to this from the NHS staff survey include improvements on questions related to a sense of belonging for internationally recruited staff and a reduction in bullying, harassment and abuse experienced by these staff by managers and teams.

## Quality of care and working environment

It is critical that staff are able to access suitable clinical supervision when needed. We would like to see details on ambitions for the educator workforce included in the upcoming refresh of the Long Term Workforce Plan.

This is the first year that a question relating to ease of accessing clinical supervision was included in the NHS Staff Survey, and it is positive to see that over half of staff (59.2%) feel able to access clinical supervision opportunities when needed. This measure was highest for staff at community trusts, learning disability trusts, mental health trusts and learning disability and mental health trusts, and lowest for ambulance trusts, at 46%.

We are pleased to see that a significant majority of staff (87.8%) feel their role makes a difference to patients. The report also shows high levels in staff perception of the quality of care provided at their organisation (as listed below) although measures remain lower than in 2020:

- 74.4% reported that care of patients is their organisation's top priority, compared to 75.2% in 2023, and 79.5% in 2020.
- 70.9% agree that their organisation acts on concerns raised by patients, an increase from 70.6% in 2023, but a decrease from 75% in 2020.



- When asked about the standard of care provided by their organisation, 64.3% of staff reported being happy compared to 74.3% in 2020, a concerning decrease of 10 percentage points.
  - Staff working in acute specialist trusts are more likely to report being happy with the standard of care provided by their organisation (88.3%), while staff at ambulance trusts were the least likely to report being happy with care provided (60.8%). This is the same trend as last year.

This year's report contains the third dataset of year-on-year comparator of measures related to patient safety. The report shows a similar level of staff seeing errors, near misses or incidents that could have hurt staff and/or patients/service users. However, results show improvements this year in the perception of fair treatment of staff who are involved in errors, near misses and incidents, and in receiving feedback about changes made in response to such incidents being reported. Specifically:

- 33.6% of staff reported seeing errors, near misses or incidents that could have hurt staff and/or patients/service users in the last month (at the time of completing the survey). This is compared with 33.5% in 2023.
  - The percentage of staff reporting these incidents is highest at ambulance trusts (39.2%), and lowest in community trusts (23.9%). This mirrors the sector-specific breakdown reported in 2023, with staff reporting incidents to be highest in ambulance trusts (38.3%) and lowest in community trusts (24.0%).
- 86.4% of staff say their organisation encourages staff to report errors (in line with 86.4% in 2023).
- 59.7% believe their organisation treats staff involved in incidents fairly (up from 59.5% in 2023).
  - Staff working in community trusts are the most likely to agree that their organisation treats staff involved in incidents fairly (68.1%), compared to 49.6% at ambulance trusts.
- 68.2% of respondents agreed that their organisation takes action to ensure that reported incidents, errors or near misses do not happen again. This is the same result as last year.
  - As in 2023, the ambulance sector sees the lowest proportion of respondents agreeing that their organisation takes action to ensure reported incidents do not happen again (54.5%), while staff at community trusts are the most likely to agree (76.5%).
- 61.3% of staff reported that they were given feedback about the changes that are made in response to reported errors, near misses and incidents (up from 61.1% in 2023).
  - 68.5% of staff at community trusts reported receiving feedback about changes made in response to a reported error, compared to 48.7% of staff at ambulance trusts.

## Sexual harassment

This was the second year that the NHS Staff Survey contained questions on experiences of unwanted behaviour of a sexual nature in the workplace. This means we can begin to make year-on-year



comparisons to mark progression. It is also worth noting that, since the publication of last year's Staff Survey, 100% of NHS trusts have signed up to the [NHSE Sexual Safety Charter](#), highlighting a national NHS commitment to tackle sexual harassment in the workplace.

Overall, results against this indicator remain similar to 2023. The report shows 8.8% of staff report experiencing unwanted behaviour of a sexual nature from patients, relatives and the public (the same figure as last year), rising to 28.8% for ambulance staff (an increase from 27.3% in 2023). When asked about their experience of unwanted behaviour of a sexual nature from colleagues, 3.7% of staff reported that an incident had taken place in the last 12 months (compared to 3.9% in 2023). This figure rises to 8.7% for operational ambulance staff.

It is important to build an open culture where staff feel confident in raising issues and concerns. This year's results still show that a relatively high percentage of staff (61.8%) feel safe to speak up about anything that concerns them, although this represents a decrease since 2023 (62.3%). The report further shows:

- 71.5% of staff feel secure in raising concerns about unsafe clinical practice and 56.8% report feeling confident that their organisation would address their concern in this area. These results match the findings of the 2023 Staff Survey.
- 79.7% of staff working in community trusts report feeling secure to raise concerns about unsafe clinical practice compared to 66.6% of staff at ambulance trusts.

## Flexible working

This year's Staff Survey shows that, overall, there has been positive change when it comes to flexible working in the NHS. Flexible working has become increasingly popular over the last few years and is key to a healthy work/life balance. NHSE's recent analysis of the outcomes of the [People Promise Exemplar Programme \(Cohort 1\)](#) showed that implementing flexible working directly contributed towards improved leaver rates, so it is positive to see that NHSE continues to champion the right for staff to practice flexible working; for example, the Long Term Workforce Plan aims for flexible working in the NHS to go beyond statutory requirements, asking organisations to work with system partners to consider flexible working options for every job.

Implementing flexible working is especially important, given that work/life balance is a common reason staff leave the NHS, and staff are increasingly seeking opportunities to work in more flexible ways. It is therefore positive to see that 71.3% of staff reported being able to approach their line manager to talk about flexible working, an increase from 70.7% in 2023 and 68.6% in 2022. Over half

(57.7%) of staff report being satisfied with the opportunities available to them for flexible working – this represents a five-year high in this indicator. Although staff at ambulance trusts are still less likely to report satisfaction in this area than other trust types (41.2%), it is notable that their results have reached a five-year high in relation to this indicator.

An increased percentage of staff also report their organisation is committed to helping them improve their work/life balance (50.3% compared to 49.5 in 2023 and 45.7% in 2022). Staff at community trusts are more likely to agree on this question, while the lowest level of agreement is among staff at ambulance trusts. Overall, 56.6% of staff report achieving a good work/life balance (compared to 55.8% in 2023 and 52.4% in 2022).

## Team working

73.6% of staff said their team has a set of shared objectives (this is the same percentage as last year, and an increase from 72.5% in 2022), while 80.8% reported enjoying working with their colleagues (a decrease from 81.6% in 2023 but overall, still high). Further results from this year show relatively static results since last year:

- 54.3% of staff agree their team works well together to achieve objectives (compared to 54.2% in 2023, and 51.4% in 2022).
- 56.8% of staff agree that disagreements are handled constructively (compared to 57.1% in 2023).
- Staff feel decreased freedom to decide how work is done (59.6% compared to 59.9% in 2022).

Measures looking at respect and civility have decreased, compared to 2023:

- When asked if they feel a valued member of their team, 69.9% of staff agreed (compared to 70.5% in 2023) and 63.2% report feeling a strong personal attachment to their team.
- 70.5% of staff report they work with colleagues who are understanding and kind (compared to 71.2% in 2023), while 71.7% agree their colleagues are polite and treat each other with respect (compared to 72.3% in 2023).
- 71.6% of staff report receiving the respect they deserve from their colleagues, compared to 72.3% in 2023).

There are a number of factors that influence whether staff would recommend their organisation as a place to work. After decreasing for two consecutive years, this measure increased in 2023 to 61.1% but decreased again this year to 60.8%.

It is positive to see a high percentage (89.7%) of staff feel trusted to do their job (compared to 90.1% in 2023) and that 86% of staff report always knowing what their responsibilities are (compared to 86.1% in 2023). There is a decrease in the number of staff reporting they feel involved in decision making that affected their work area (50.1% compared to 51.3% in 2023).

## Pay, recognition and management

### Career development

Recent years have seen national efforts to improve career development opportunities for the NHS workforce, for example the [2024 pay deal](#) committed to improving career progression for SAS doctors. However, this year, it is concerning to see decreases in findings related to access to opportunities for learning and development:

- 60% of staff report they are able to access the right learning and development opportunities (down from 60.5% in 2023), and 54.6% said there are opportunities for them to develop within their organisation (down from 56.1% in 2023).
- 70.3% of staff report that they have opportunities to improve their knowledge and skills (down from 71% in 2023), with 56.9% feeling supported to develop their potential (down from 57.5% in 2023).

There has been a slight increase in the proportion of staff who see value in their appraisal, however confidence in the constructiveness of appraisals remains low:

- 26.1% of staff report appraisals have improved how they do their job (compared to 25.5% in 2023).
- 35.5% found appraisals helpful for agreeing clear objectives (the same result as last year).
- Only 33.4% left their appraisal feeling that their work was valued by their organisation (compared to 33.6% in 2023).

### Relationship with managers

Results relating to immediate line managers remain positive overall and it is welcome to see 72.7% of staff reporting that their immediate manager values their work (the same score as last year), and 71.5% reporting that their immediate line manager takes a positive interest in their health and wellbeing (up from 70.1% in 2023, and 69.1% in 2022). Further, 73% said that their manager encourages them at work (up from 72.9% in 2023), and 60% said their immediate manager asks for their opinion before making decisions that affect their work (up from 59.9% in 2023).

### Pay and recognition

Although the pay deals of 2024 brought ongoing industrial action to a close, trade unions have been **vocal** that further industrial action looms if the 2025/26 pay deals do not suffice. Staff satisfaction with pay remains low, with only 32.1% of staff reporting satisfaction with their pay. This does, however, represent an increase on last year's results (31.1%) and results from the year before (25.5%) when industrial action was widespread. This year, pay satisfaction remains lowest among nursing and healthcare assistants (19.3%) and ambulance staff (25.1%).

It is concerning to see that the percentage of staff feeling their work is recognised, valued and appreciated has decreased from 2023, although worth noting that the change is only slight:

- 54.0% of staff were satisfied with the recognition they receive for good work (down from 54.7% in 2023).
- 44.4% were satisfied with the extent to which their organisation values their work (down from 44.9% in 2023).
- 67.7% said the people they work with show appreciation to one another (down from 68.3% in 2023).

## Engagement and motivation

The staff engagement measure has remained broadly static since 2021, but it is concerning to see that, overall, measures relating to this indicator have decreased since last year:

- 54.2% of staff report looking forward to going to work. This is a slight reduction from last year (55.2% reported positively to this indicator in 2023), but an improvement on 2022 (52.6%).
- 68.1% of staff reported being enthusiastic about their job. This is a decrease since last year (69.1%) and significantly lower than results reported in 2020 (73.1%).
- The staff group with the highest levels of workplace enthusiasm remain nursing and healthcare assistants, with 71.3% reporting positively for this indicator, although this is a slight decrease since last year's 72%. 70.81% of registered nursing staff and midwives report being enthusiastic about their job, which is a decrease from last year's results (72.0%). However, for medical and dental staff, results for this indicator have seen an increase, from 66.9% in 2023 to 68.5% in 2024.
- The lowest scores by staff group were reported by ambulance (operational) staff (60.7%) and admin and clerical staff (62.3%). This is a decrease for both occupational groups since last year (61.8% and 63.9% respectively).

Staff do, however, feel that they have opportunities to show initiative in their roles (73.2% – a slight decrease from last year's 73.9% but still representing the majority of the workforce) and 70.8% feel that they are able to make suggestions to improve the work of their team (down from 71.6% in 2023,

and 73.2% in 2020). Only 55.2% of staff feel they are able to make improvements happen (down from 55.9% in 2023, but up from 54.5% in 2021).

It is also positive to see that the overall 'Morale' theme sub-score has remained very similar to 2023 at 6.0, but motivation (7.0 compared to 7.2 in 2020), advocacy (6.8 compared to 7.2 in 2020), and thinking about leaving (6.1 compared to 6.3 in 2020) all remain lower than 2020. However, there has been overall positive improvement in these indicators since 2023:

- 28.8% of staff reported often thinking about leaving their organisation, which is down from 29.1% last year and 32.4% in 2022. When broken down by staff group, it is positive to see that this percentage has decreased for ambulance staff (operational) to 38.3% (down from 39.6% last year).
- 21.4% of respondents stated that they would likely look for a job at a new organisation in the coming 12 months. This is the same score as last year, and down from 23.8% in 2022.
- 16.1% said that they will leave their organisation as soon as they find an alternative role, this is up from 15.7% in 2023, but less than the 17.4% reported in 2012.

## NHS Providers view

There are many positive areas of note in this year's Staff Survey. We are pleased to see progress has been made in staff satisfaction, with measures on workplace experience generally reported at high levels. This includes measures relating to flexible working at a five-year high, alongside measures relating to respect and civility among teams remaining over 50%.

However, there must be ongoing efforts to sustain this, and we are mindful that the number of staff reporting that they feel valued by their wider team has worsened. Although there is some improvement in relation to experiences of workload and staffing pressures, the overall scores remain a concern given challenges within recruitment and retention. The upcoming publication of a refreshed Long Term Workforce Plan is an opportunity for the government to commit to growing and nurturing the NHS workforce and future staff pipelines.

It is positive that all trusts have now signed NHSE's sexual safety charter, but more needs to be done to address the issue of workplace sexual harassment, with concerning levels of unwanted behaviour of a sexual nature from patients, relatives and the public, especially in the ambulance sector (however, it is encouraging to see that, for the first time in five years, more than half of ambulance staff have reported incidents). Nonetheless, overall these results are distressing – all staff should be treated with dignity and respect – and more needs to be done to ensure the safety of the workforce.

It is also worrying that the proportion of staff experiencing discrimination from patients, their families and the public, as well as from their manager or colleague, are at their highest in five years. The reported gap in the experience of ethnic minority staff compared to white staff in relation to bullying, harassment and abuse from patients, their families and the general public is growing. While the publication of the EDI Improvement plan has been an important step forward, it is alarming that these problems not only persist, but are growing. Work to tackle discrimination must continue, and we would welcome an update on the implementation of the EDI improvement plan.

It is further concerning that staff confidence in speaking up about general concerns has slightly decreased since last year, although it is encouraging that a high percentage of staff feel able to raise concerns relating specifically to unsafe clinical practices. It is essential for patient safety that staff feel able to speak up and have confidence that appropriate action will be taken.

While it is positive to see that satisfaction with pay has increased since last year (and significantly since 2022), pay satisfaction is still very low among the NHS workforce, at just over a third. We encourage the government to take this into consideration when deciding this year's pay award.